


<b>Document:</b>	Job Description and Person Specification
<b>Job Title:</b>	Family Worker
<b>Project Base:</b>	Emerging Futures, Worcester
<b>Hours &amp; Salary:</b>	15.5 hours per week - £9,542 per year
<b>Accountable to:</b>	Team Leader
<b>Job Summary:</b>	<p>As a Family Worker, you will be an integral part of the recovery service that supports individuals to develop resilience, wellbeing, with the aim to live successful and fulfilling lives free of active addiction.</p> <p>The role of Family Worker involves assisting family members and other loved ones to access a range of opportunities within the local community to enhance their support.</p> <p>You will support a team of volunteer Family Coaches and deliver the Foundations of Family programme across the area which aims to provide loved ones with a toolkit to increase understanding and promote resilience and wellbeing.</p> <p>In line with evidence and best practice, you will be responsible for delivering effective family support provision that helps to achieve a range of priority outcomes across health, social care, and broader community and wellbeing agendas.</p> <p><i>This role is suitable for those undertaking permitted work whilst receiving certain benefits</i></p>

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Values:	<p><b><u>Our values</u></b></p> <p><b>Respect:</b> listening to people and treating them with dignity.</p> <p><b>Integrity:</b> being honest and open (with each other) and providing a voice for those who are expert by experience.</p> <p><b>Accountability:</b> taking purpose-driven action, owning our decisions, and remaining flexible as we grow.</p>  <p>The diagram is a circular competency framework with 'Behaviours' at the bottom and 'COMPETENCY FRAMEWORK' at the bottom edge. It is divided into four quadrants:     <ul style="list-style-type: none"> <li><b>INTEGRITY (top):</b> Supportive, Professional, Confident, Passionate, Creative, Determined, Assertive, Honest, Trustworthy, Approachable.</li> <li><b>RESPECT (left):</b> Respectful, Client Centred, Fair, Discreet, Nurturing, Empathic, Compassionate, Calm, Attentive, Inclusive.</li> <li><b>ACCOUNTABILITY (right):</b> Accountable, Flexible, Ambitious, Resilient, Influential, Astute, Capable, Communicative, Curious, Reliable.</li> <li><b>Behaviours (bottom):</b> (This quadrant is empty in the diagram).</li> </ul>     The center of the circle contains the EEF logo.   </p>
Benefits:	<ul style="list-style-type: none"> <li>• Minimum 25 days annual leave + bank holidays (pro rata for part time employees)</li> <li>• Day off on your birthday every year</li> <li>• Inclusive culture promoting innovation and autonomy</li> <li>• Extensive Employee Assistance Programme including access to counselling, specialist advice and an online wellbeing portal</li> <li>• Online Medical Assistance – access to a 24/7 GP or second medical opinions for you, your partner and children.</li> <li>• Enhanced family friendly policies</li> <li>• Emergency Financial Assistance policy</li> <li>• Death In Service policy</li> <li>• Pension scheme</li> <li>• Option to purchase extra holidays</li> <li>• Wellbeing hour</li> <li>• CPD hour</li> <li>• Cycle to Work Scheme</li> <li>• Annual company events</li> <li>• Extensive training package</li> <li>• Support around personal and professional development</li> </ul>

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## Principal Duties and Responsibilities

### Service Delivery & Performance

1. Identify support pathways and services which assist families to better cope with individuals in active addiction.
2. Support the delivery of the Foundations of Family programme.
3. To provide support to the families and loved ones of people affected by addiction.
4. Support the delivery of the five-day Family Coaching training.
5. Establish professional, supportive relationships with the families of those in recovery through a range of interventions to create opportunities for purposeful and sustained support.
6. Build and maintain active relationships with local support groups, social care agencies and businesses to continuously maintain opportunities for families to be supported and helped to cope.
7. Address any concerns service users may have with regards to engaging with family members, providing support around this in a person-centred, strength-based manner.
8. Support local CGL case managers in identifying family members who would benefit from both individual and peer support.
9. Actively support the involvement of families and support networks in service development and delivery.
10. Maintain excellent case records and utilise case management and data collection tools.

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### Leadership and Staff Management

1. To support the recruitment, training and supervision of volunteer Family Coaches.
2. To support the wellbeing of all volunteers, mentors, advocates, and coaches within the partnership.

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## Communication, Representation and Engagement

1. To ensure the profile of EF is raised at every opportunity and that examples of good practice are shared with the widest possible audience, including local employers, communities, and recovery communities.
2. Ensure your services are promoted through a variety of communications, marketing and media sources and platforms.
3. Build and maintain active relationships with local groups and businesses to continuously create and maintain opportunities for positive activity for service users during and after leaving treatment interventions, abstinence programmes and community outreach services.
4. Take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option for all.
5. Promote the message of hope, positive wellbeing, collaborative working and meaningful family recovery within the community, including engagement with community support pathways.

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## Governance, Legal, Facilities and Risk

1. Promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

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## Other

1. You will be required to work flexibly from varying operational sites as required and agreed with line manager.
2. A willingness to work some evenings/weekends as required.
3. Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation and practice relevant to the service user group.

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## Generic Duties & Responsibilities

### Confidentiality

Service user, volunteer and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with data protection legislation.

### Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

### Privacy & Dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

### Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers, you have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding and know who to contact if you have concerns about an adult or child's welfare.

### Health & Safety

Emerging Futures has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and policies relating to Health & Safety and Risk Management

# Educational Requirements & Competency Framework

These are the education requirements and competencies required for this role. Please demonstrate in your application where you meet the requirements and where you may need additional support and training.

ESSENTIAL	DESIRABLE
<p><b>Education &amp; Experience</b></p> <p>Experience of supporting individuals to initiate and sustain their own wellbeing (through paid work or volunteering).</p> <p>Knowledge, experience or understanding of coaching models and mentorship.</p> <p>A good understanding of local support networks and family systems.</p>	<p><b>Education &amp; Experience</b></p> <p>Group work experience and ability to deliver training.</p> <p>Experience of family outreach work and community development</p> <p>Professional registration (BACP, UKCP, BPS, FDAP)</p>

## COMPETENCY FRAMEWORK:

# Community Worker

## Thinking

### Skills

#### Problem Solving & Decision-Making

- ACT Informed
- Problem Solving
- Emotional Intelligence
- Intuitive

#### Planning & Organising

- Time Management

#### Systems & Processes

- Data Collection

### Experience & Knowledge

#### Technical Competency

- Targets & Key Performance Indicators
- Complex Environments
- Manage Caseloads

#### Compliance

- Identify Risk

## Communication

### Skills

#### Effective Communication

- Interpersonal
- Conflict Resolution
- Writing
- Attention to Detail
- Listening
- Presenting Information
- Training

#### Planning & Organising

- Organisational

### Experience & Knowledge

#### IT & Digital Applications

- Microsoft Office Applications

#### Technical Competency

- Challenging Situations
- Working with Clients

#### Compliance

- Record Keeping
- Boundaries & Risk

## Practical

### Skills

#### IT & Digital Applications

- IT Literate

#### Collaboration

- Relationship Building

#### Technical Competency

- Asset Based Community Development
- Lone Working
- Coaching
- Delivering Groups

#### Planning & Organising

- Administration

#### Problem Solving & Decision-Making

- Decision Making
- Informed Judgements

### Experience & Knowledge

#### IT & Digital Applications

- Digital Platform Delivery

#### Technical Competency

- Coaching
- Delivering Groups
- Industry Knowledge & Experience
- 1-2-1 & Group Interventions
- Trauma Informed Approaches
- Harm Reduction
- Case Management
- Support Planning

#### Compliance

- Safeguarding Level 2
- Health & Safety
- Information Governance
- Working to Targets
- Data Protection

#### Collaboration

- Diversity
- Partnership Working